2006 Calendar & FY05 Annual Report



Statewide Council for Vocational Rehabilitation & Kentucky Office of Vocational Rehabilitation

A Message From Executive Director Smith

his annual report highlights several major accomplishments made possible through the commitment and dedication of our staff and partners and the hard work of our consumers. I want to extend my deepest gratitude to our staff for their efforts during this fiscal year in assisting 4,995 individuals with disabilities to obtain or maintain suitable employment. And I want to extend my congratulations to each and every one of those individuals for their successes. Our accomplishments are shared by the Statewide Council for Vocational Rehabilitation, legislators, employers and many others. We look forward to another successful year that we trust will result in many Kentuckians with disabilities, especially those with the most significant disabilities, obtaining suitable employment.

Throughout this report you will find sections entitled "OVR Highlights." Please take the time to read about such things as our reclassification system for our staff that makes Kentucky competitive with surrounding states, how we rank with other states regarding our Standards and Indicators and many other highlights.

I am very proud of the work done by our qualified rehabilitation professionals, support staff, and others working as a team with consumers toward the same goal. We provide the highest quality of service possible to every eligible individual seeking employment consistent with his or her skills, interests, and abilities. This was another truly awesome year.

Beth Smith OVR Executive Director

Beth Smith

As Chair of the Kentucky
State-Wide Council on Vocational
Rehabilitation, I am pleased to present
the 2005 annual report. Because of the
dedicated work of the Office of Vocational
Rehabilitation counselors and others that support
their work, almost 5000 Kentuckians with significant
disabilities entered the workforce. The Council is also
pleased to recognize the numerous new partnerships with
employers that have been created this year for, without their
support, we will never reach our goal of equal employment opportunities for any person with a disability that wants to work. It is clear
that Kentucky remains a national leader in setting
standards of excellence in vocational rehabilitation.

Marlene Belew Huff PhD, LCSW

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A Message From Council Chair Huff

OVR Highlights

Federal Contribution

As a federal-state match program, the vocational rehabilitation program brings in a substantial amount of federal dollars into the Commonwealth. In FY 2005, the Kentucky Office of Vocational Rehabilitation received \$42,314,700 in federal dollars to operate its programs.

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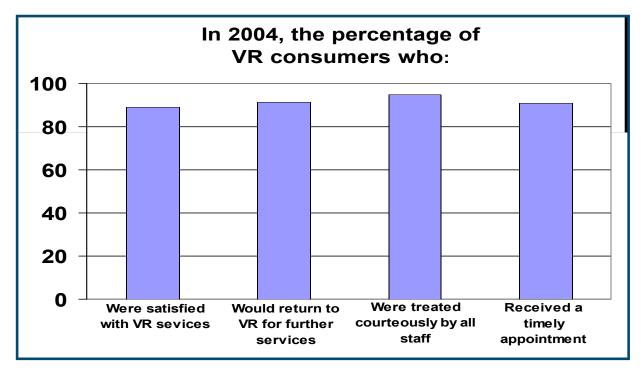


Consumer Satisfaction

Consumer Spotlight

Dr. John Thelin, Professor, Educational Policy Studies. University of Kentucky came to the Office of Vocational Rehabilitation with a hearing impairment. An evaluation determined that he could benefit from some of the latest technology in hearing aids. Before coming to OVR, Dr. Thelin relied greatly on lip reading for communication with his students at the University of Kentucky. Dr. Thelin began teaching at UK in 1995. Before that he was Chancellor Professor at The College of William & Mary and Professor at Indiana University. He is author of six books, including his latest, "A History of American Higher Education."

Research Center, indicated that a large majority of OVR consumers (regardless of the outcome of their case) were satisfied with the services they received. These survey results are based on the verbal responses of 1,040 consumers (44% had their case closed as a Positive Employment Outcome). Of all respondents, 85.9% felt that they received "good" or "very good" services. This was a 2.5% increase in overall satisfaction since the 2003 survey. Ninety percent of consumers surveyed indicated that they would return to seek Vocational Rehabilitation services again in the future, if the need arose. A large majority of respondents indicated they were treated courteously by all staff (95%), and 91% stated that they were able to get an appointment in a reasonable amount of time.



OVR Highlights

$\underline{\mathbf{Mentoring}}$

The agency's Counselor Mentoring Program has begun receiving national attention. Vocational rehabilitation agencies in other states have made inquiries about the program and the program's coordinator has presented at two national conferences upon request. The program matches experienced counselors with newly hired counselors to provide guidance and ongoing support.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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	President's Day				Von	
19	20	21	22	23	24	25
26	27		nd 80	lution		



Standards & Indicators

Consumer Spotlight

In November 2004, Suzanne Isaacs, Employment Relations Specialist, contacted Danny Woods, Vice President of the Frankfort firm DZL/Kentucky about a CADD technician vacancy that had been advertised. She explained the mission of OVR and inquired about the possibility of interviewing a qualified deaf applicant who had recently graduated. After a pleasant 20-minute phone conversation of information sharing about deafness, employer incentives, and accommodations on the work site, Mr. Woods agreed to meet with Brett Crouch. The interview team along with a VR interpreter met with the consumer and were

consumer and were impressed with the way he interviewed. Within a couple of weeks after Brett began his job, DLZ contracted with the Kentucky Commission for the Deaf and Hard of Hearing to teach sign language classes to the 18 members of

the staff.

The Rehabilitation Services Administration (RSA), the federal agency that oversees the vocational rehabilitation program, has established a set of standards for all state programs in terms of performance. It has also established indicators for the standards that represent goals that the states are supposed to meet. Once again in FY 2005, the Kentucky Office of Vocational Rehabilitation met or exceeded all of the indicators.

Positive employment outcomes: 4,995 (Target=4,808)

The rehabilitation rate (the percentage of those who received services who became employed): **68.4%** (Target=55.8%)

Of those who obtained jobs and were competitively employed, those earning at or above minimum wage: 97.3% (Target=72.4%)

Of those who were competitively employed, the percentage who have significant disabilities: **99.9%** (Target=62.4%)

The average hourly rate of those individuals competitively employed and earning at or above minimum wage: \$10.13 or 66.4% of the state median wage (Target=52.0%)

Of those who are competitively employed and earning at or above minimum wage, the percentage increase in those who supported themselves when applying for services and those who supported themselves at case closure: **67.8%** (Target=53.0%)

The ratio of individuals from minority backgrounds who received services compared to the ratio of whites who received services: **1.04** (Target=.80)

March

2006

OVR Highlights

Standards and Indicators

Once again in FY 2005 OVR met all eight of its federal guidelines for public vocational rehabilitation programs. Kentucky was one of only 11 states to accomplish this feat out of all federal public VR programs in 2004.



^{*}Statewide Council for Vocational Rehabilitation quarterly meetings are open to the public. For times and locations call (800) 372-7172.



Consumer Services

Consumer Spotlight

Debbie Carter came to the Bowling Green Office of Vocational Rehabilitation with a dual diagnosis of a significant visual impairment and hearing loss. Because of her dual diagnosis, she received rehabilitation services from both OVR and the Office for the Blind. For her to receive maximum benefits from both agencies, the Deaf/Blind Coordinator helped develop a Personal Future Planning team for Debbie. The team assisted Debbie with her resume and with job leads. An interpreter was able to help her in obtaining applications and job interviews. With the team's guidance Debbie participated in the PACE (Preparing Adults for Competetive Employment) program. Once her PACE training ended, she was hired full-time.

Supported Employment

The supported employment branch, in FY 2005, served 1,216 consumers. There were 68 service providers across the state that ensured quality services to those consumers with the most significant disabilities. The Supported Employment Branch focused efforts in three main areas: supported self-employment, revisions to supported employment fees and guidelines, customized employment in rural areas.

Offering supported self-employment services to individuals with the most significant disabilities has increased awareness of the capacity for many people with multiple disabilities to own and operate their own businesses. Project ASSET (Advancing Supported Self-Employment Techniques) served individuals with developmental disabilities and Project BEACON (Business Enterprises Are Creating Opportunities Now) served individuals with Mental Illness. A third group, individuals with brain injuries, was added and will be the focus of a collaborative effort with the Brain Injury Association of Kentucky and Brain Injury Association-US.

As a result of adjustments to fees and new guidelines for services, as well as an emphasis on customizing and creating options in rural areas, supported employment continues to grow and improve in the Commonwealth.

Rehabilitation Technology Services

The Rehabilitation Technology Branch continues to assist the agency in obtaining positive employment outcomes by assessing, recommending, and providing appropriate assistive technology for consumers. A total of 1,264 consumers received equipment and services that allowed them to successfully prepare for, gain, or maintain employment. Of that number, 258 received modifications to their personal vehicles, providing yet another step to successful employment. Overall, \$2,126,706.00 was used to purchase assistive technology equipment for OVR consumers.

April

2006

OVR Highlights

SCVR Activities

Every year the Statewide Council for Vocational Rehabilitation recognizes 15 employers for their contribution in hiring Kentuckians with disabilities. There is one winner for each OVR district across the state. Executive Director Beth Smith and members of the SCVR visit each business and present them with a plaque commemorating their efforts. In addition to the Employer Recognition program, SCVR also sponsors the Consumer Satisfaction Survey. The survey is given to a random sample of consumers of OVR and is used to determine the quality of services being provided by the agency. The overall positive satisfaction rate for Kentucky OVR consumers is consistently around 90 percent.





Consumer Services

Consumer Spotlight

After a car accident that resulted in a traumatic brain injury (TBI). Roxanne Burton-Coffman spent the next five years relearning such things as sitting, walking and talking. With the assistance of OVR, she achieved a college degree in human services. During this time, OVR assisted her with a driver's evaluation and training. She was able to purchase a car and obtain her driver's license. To help with her college work, OVR provided an evaluation by a rehabilitation technologist and a computer with specialized software. In April, 2004, just before graduation. Roxanne was referred to the Job Placement Specialist. She was placed in a PACE (Preparing Adults for Competitive Employment) position caring for an individual that had sustained a TBI and was facing some of the same challenges Roxanne had with her injury. She is currently an **Activities Coordinator** for Senior Citizens at Pleasant Pointe Apartments in

Henderson.

Transition Services

Each year staff from our agency works diligently to ensure that students with disabilities transition from school to employment. During FY 2005, 2,343 referrals for agency services were received from secondary education schools.

The individual cooperatively funded community based work transition programs served 1,295 of these consumers. These programs provide evaluation and training to students with the most significant disabilities with a goal of obtaining employment within their local communities. The culmination of all of our transition related efforts resulted in 858 referrals from secondary education being closed successfully in employment during FY 2005.

Deaf and Hard of Hearing Services Branch

There were 3,126 consumers served by the Deaf and Hard of Hearing Services Branch in FY 2005. Of the Deaf and/or Hard of Hearing consumers that worked with the Office of Vocational Rehabilitation this year, 866 obtained and/or maintained employment. This branch is constantly in pursuit of improving services to individuals with the most significant disabilities, such as those who are deafblind or deaf-at-risk.

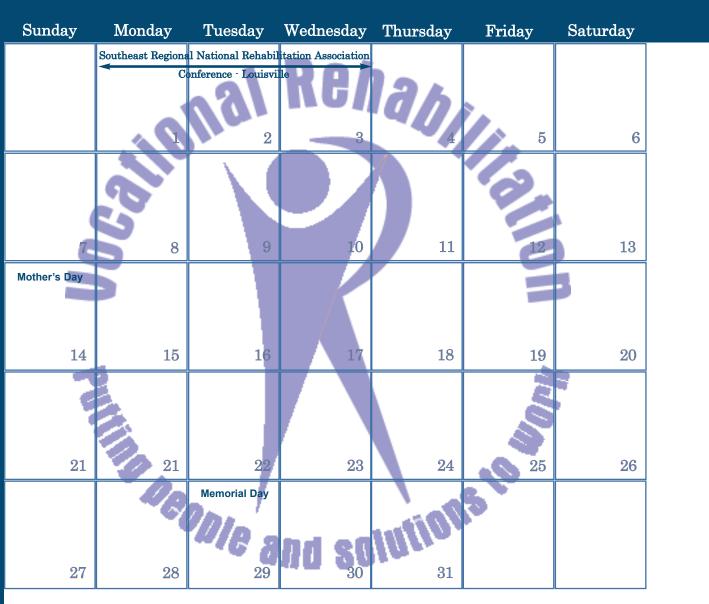
Community Rehabilitation Programs

Fifty-three community rehabilitation programs worked in conjunction with the Office of Vocational Rehabilitation this year to provide job placement, assessment and adjustment services to 2,594 consumers statewide.

OVR Highlights

Project ASSET

Project ASSET (Advancing Supported Self-Employment Techniques) is a collaborative effort between OVR, the Kentucky Council on Developmental Disabilities and the University of Kentucky. The project provides the support needed to fulfill a consumer's dream of owning a business. In FY 2005, Project ASSET provided support in the development of five new businesses in Kentucky. That brings the four-year total of self-owned enterprises operated by consumers with most significant disabilities to 20.





Consumer Services

Consumer Spotlight

Dr. Kim Naugle began his partnership with vocational rehabilitation services in 1977 after a motorcycle accident resulted in paralysis from the waist down. After his accident, he went on to receive his PhD from Indiana University and managed a community mental health center. He returned to OVR in 2004 for driver evaluation and van modifications. Dr. Naugle is currently Chairman of the Counseling and **Education Psychology** Department at the University of Eastern Kentucky in

Richmond.

Job Placement Services and PACE

The agency employs 40 Job Placement Specialists statewide who offer an array of job placement services to employers and consumers. In order to broaden the scope of opportunities for consumers the Specialists develop partnerships with employers by meeting with them and networking through various business/civic organizations. The Job Placement staff provide employability skills training for consumers based on individual needs. Many of our Local Offices are now providing these services through Resource Labs. The Labs are equipped with job search tools and technology, including access to the Employ Kentucky Operating System (EKOS) and are monitored by Job Placement Specialists. PACE (Preparing Adults for Competitive Employment) services are an integral component of job placement services. PACE is a community-based job training/work adjustment service that is now available statewide.

Purchased Services for Consumers in 2005

Service Category	Number Receiving
Assessments	9,581
Training	9,156
Transportation	$2,\!256$
Diagnosis and Treatment of Impairments	2,108
Computers & Related Technology	333

June 2006

OVR Highlights

Training Grant

In 2005, the Office of Vocational Rehabilitation received a five-year In-Service Training Grant for the purpose of providing training to employees. The grant was the largest of its kind ever given to Kentucky OVR. Both the Basic and Competitive Grants were awarded. In addition to those, the Office of Vocational Rehabilitation received a non-recurring grant which will fund future employee training opportunities.



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Consumer Employment

Consumer Spotlight

Clarence Hines came to the Office of Vocational Rehabilitation in Bowling Green early in 2004 looking for help in finding employment. It was determined that he had specific learning disabilities as well as orthopedic difficulties that were the result of a high school football injury. After discussing his interests with his counselor, Clarence decided he wanted to become a barber. OVR helped him enter the Barber College of Bowling Green, where he began training in January of 2005. Clarence graduated September 29, 2005 after posting grades consistently in the 90s. His instructor described him as "the best, most dedicated student I ever had." Clarence is scheduled to take his state board exam in October and is currently working as an apprentice at a barbershop in Bowling Green.

In FY 2005, 4,995 consumers of the Kentucky Office of Vocational Rehabilitation obtained jobs through the services they received from the agency, an increase of nearly four percent from 2004. Those consumers earned an estimated \$94.2 million annually in wages, based on their weekly earnings at case closure. This represented an increase in income from their time of application with the agency of \$67.2 million. A total of 925 (18.5%) of these individuals were Social Security recipients. Their employment reduced their dependency on those benefits.

The 4,995 consumers were employed in the following occupations:



	#	%
Professional/Technical/Managerial	1144	23.0
Clerical/Sales	1052	21.0
Service	1244	24.9
Agricultural/Forestry/Sales	99	1.9
Processing	158	3.1
Machine Trades	236	4.7
Benchwork	238	4.7
Structural Work	364	7.2
Miscellaneous	460	9.2

July

2006

OVR Highlights

KATLC

OVR has provided the staff support for the Kentucky Assistive Technology Loan Corporation (KATLC) since the Corporation's inception in 1998. In 2005, KATLC made its 200th loan in partnership with Fifth Third Bank of Kentucky. A total of \$1.4 million has been loaned to Kentuckians with disabilities for the purchase of modified vehicles, hearing aids, home modifications and other assistive technology devices. The KATLC can be reached toll free at 877-675-0195 or on the Internet at www.katlc.ky.gov





Financial Impact

Consumer Spotlight

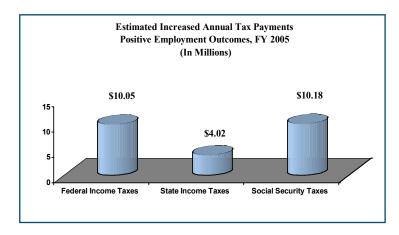
Madisonville resident Mary Mooney first came to OVR in January 2002. She applied for services due to several debilitating orthopedic conditions. She was unable to do extensive walking or standing and unable to move her fingers due to numbness. Mary needed help in changing the direction of her career because she could no longer perform her duties as a nurse. OVR assisted her in obtaining a bachelors degree from Mid-Continent

College. She is currently employed as a counselor and medical recruiter for KCTCS in Madisonville. She is currently working on her Masters Degree at Western Kentucky

University.

Taxes Generated

Based on their prospective annual income, the 4,995 consumers who obtained or maintained jobs would pay the amounts below in increased tax payments in a year.



Purchased Services

OVR purchases services from providers primarily located in Kentucky. Consequently, the state's economy is stimulated by these funds because they are being funneled into local service providers, educational institutions, and local businesses. In FY 2005, OVR purchased goods and services for its consumers worth \$25,099,376.29. The majority of these resources were spent on training.

Expenditure Category	Spent
Assessments	\$3,302,097.73
Diagnosis and Treatment of Impairments	\$1,673,878.00
Training	\$14,216,552.00
Maintenance	\$537,077.60
Services to Family Members	\$34,622.16
Transportation	\$366,464.90
Computers and Related Technology	\$318,027.90
Other Services and Supplies	\$4,858,864.00

OVR Highlights

One-Stop Partnerships

At the heart of the Workforce Investment Act is the One-Stop Career System. The training and re-employment programs are operated through the 31 comprehensive (or full-service) centers and over 100 satellite and affiliate centers that are managed through the 10 local workforce investment areas. The Career Centers are designed to help businesses find qualified workers and help job seekers and workers obtain employment and training services to advance their careers. Since the passage of the Workforce Investment Act in 1998, the Kentucky Office of Vocational Rehabilitation has taken steps necessary to insure that the agency is a true partner of the One-Stop delivery system. OVR has staff on site in 16 full-service centers across Kentucky and have at least one counselor assigned to all 31 centers to provide training and resources for job seekers with disabilities. More than 1000 Kentuckians with disabilities were referred to OVR in 2005 through the One-Stop system.





OVR Staff Development

Staff Spotlight

Malinda Davis has been a rehabilitation counselor at the Office of Vocational Rehabilitation for 27 vears in Henderson. She was recognized by the Kentucky Rehabilitation Association as the 2005 Counselor of the Year. She consistently produces a high number of successful outcomes while working with individuals with the most significant disabilities. She is also responsible for forming an inter-agency committee in Webster County in order to better coordinate services for the citizens in the area. She serves on numerous civic and professional committees and takes every opportunity to promote OVR

services.

This year has proven to be very exciting for human resource development. The pursuit of the federally mandated Comprehensive System of Personnel Development (CSPD) standards continue to be a primary focus of the agency. By January, 2006, 13 more individuals will have graduated with master's degrees in rehabilitation counseling and other counseling fields, many of them also acquiring their certification as rehabilitation counselors. There are another 13 individuals scheduled to complete their educational program in 2006.

The VR In-Service Training Grant provided by the Rehabilitation Services Administration was renewed this year with the agency receiving the maximum funding allowable. These funds will assist in the growth and development of new programs through online formats and will also allow the agency to expand current training to meet identified needs and to assure quality services to consumers.

The agency also received an additional one-year non-recurring grant for 2006 that will broaden the use of technology in new counselor development and orientation. A team of field staff and technology experts will now work to create a simulation program that will allow new counselors to enhance their skills in an interactive format.

A primary component of the training grant was collaboration and networking with other OVR resources that currently utilize online training for their staff. This networking has served to broaden the training of our staff while saving money by utilizing resources that have already been developed rather than creating separate programs on our own. Kentucky OVR looks forward to sharing with other states our training resources currently being developed.

Recruitment and retention, as well as leadership succession will be targeted components of HRD for the year 2006 to assure that the longstanding history of quality customer service from OVR is sustained for many years to come.

Septem ber

2006

OVR Highlights

Social Security

A total of 925 Social Security recipients obtained employment after receiving services from the Office of Vocational Rehabilitation. That number translates to nearly \$1.5 million in reimbursement from Social Security for Kentucky OVR.



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Perkins Center

Consumer Spotlight

Rhonda Dalton completed her Cosmetology Training Program on July 25, 2005 at the Carl D. Perkins Comprehensive Rehabilitation Center in Thelma. She applied for vocational rehabilitation services because of an orthopedic condition that made working difficult. The skills Rhonda obtained led to an apprenticeship with Donna Harris and her shop "Beauty You Can Do." Once her six-month trial period is over, Rhonda plans on taking over the beauty shop from Mrs. Harris. She had the following to say about the Perkins Center. "I came to Carl D. Perkins in 2004 as my last chance to turn my life around. I had no idea the impact the center would make on me. I owe the center everything for helping me become the person I am today, not

only in my professional

field, but also in my

life."

he Carl D. Perkins Comprehensive Rehabilitation Center (CDPCRC) is a multidisciplinary rehabilitation facility which has served approximately 40, 000 Kentuckians with disabilities since opening in 1973. The CDPCRC works closely with OVR Counselors who refer individuals for one or more service programs. Services are available on a residential or day treatment basis. Programs of operation include: Vocational Evaluation, Work Adjustment, Occupational Skill Training(with options in Child Care Development, Materials Management, Cosmetology, Small Engine Repair, Auto Lube and Detail, Building Maintenance/Custodial, Food Service, Offset Printing, and Retail Merchandising), Traumatic Brain Injury, Physical Restoration, Outpatient Medical Rehabilitation.

CDPCRC also provides a number of support services that assist individuals to prepare to enter/reenter employment. These services include adult education (GED & EDP), psychological counseling, a behavior management program (i.e. Vocational Behavioral Enhancement program), physical therapy, speech-language therapy, occupational therapy, therapeutic recreation, rehabilitation technology, skilled nursing care, consultations with a physiatrist, case management services, dietary consultations, driver's education (permit testing and behind-the-wheel training), and other specialized functions.

During FY 05, CDPCRC served a total of 1,024 through its various programs and services both on and off campus. For those individuals enrolling at the CDPCRC, 79 percent successfully completed one or more programs before leaving the facility.

CDPCRC recorded a high rate of customer satisfaction during FY 05. As measured by an internal survey completed by 171 individuals receiving CDPCRC program services, 90 percent were satisfied with the services they were provided. Results from 95 sponsor satisfaction surveys completed and returned to the CDPCRC by OVR Counselors during the year gave a mean rating (on a scale of 1-4 with four being the highest score) of 3.2 to the statement: "Overall, I was satisfied with (CDPCRC) services provided for the person I referred."

October Disability Awareness Month

2006

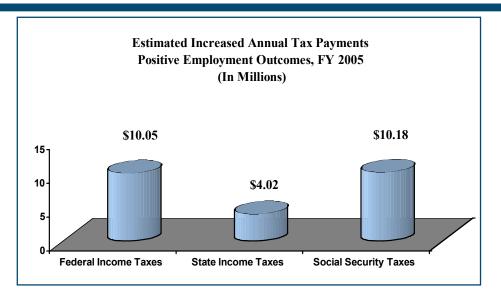
CDPCRC Highlights

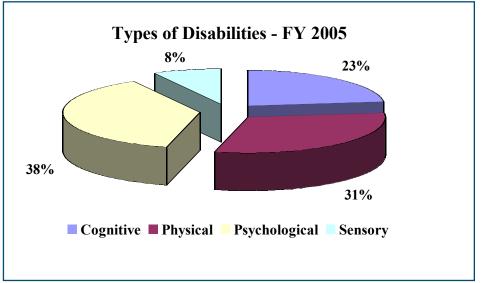
- Completion of a new marketing DVD about the CDPCRC from a student's point of view. The DVD is being sent to all OVR Counselors and several secondary schools across Kentucky. The DVD will also be added as a link to the CDPCRC website.
- Restructuring the Work Adjustment Program (WAP) to more closely resemble a competitive work setting. Students enrolled in WAP now spend the majority of their day in one of two structured activities: Horticulture or Craft Factory.
- Development of the "Lifeskills Enhancement Program" to better serve the needs of students with severe cognitive deficits, including students with Traumatic Brain Injury. This program is slated be available to OVR consumers beginning in January, 2006.
- Renaming medical program services to more closely describe their functions. The former Medical Housing Unit is now the Assisted Living Unit. The entire Medical Unit (PT/OT/Speech/Assisted Living) has been renamed the Physical Medicine and Rehabilitation Unit.





By the Numbers





November

2006

OVR Highlights

Consumers

In FY 2005 the Office of Vocational Rehabilitation successfully closed 4,995 cases. That translates to almost 5000 Kentuckians obtaining or maintaining employment. That is the most positive employment outcomes for Kentucky since 1979. There were 40,166 on OVR caseloads in FY 2005. Of those, 49 percent were female and 15 percent were from minority backgrounds.





Statewide Council for Vocational Rehabilitation

David Allgood

Louisville

John Basham Louisville

D D 1 1

Danny Belcher

Preston

Roland Blahnik

Louisville

Don Bozarth

Midway

H. Howell Brady, Jr.

Georgetown

Jan Day

Louisville

Jimmy Duff Eddyville

Kim Egan Florence Cheryl Ellis

Corbin

Carl D. Hall

Prestons burg

Pam Hancock

Henderson

Marlene Huff, chair

Richmond

Gloria Jordan

Berea

Preston Lewis

Frankfort

Paulette Logsdon

Louisville

Francis D. Mattingly

Lebanon

Kathryn McGee

Edgewood

Derrick Meadows

Richmond

J. Carl Metz

New Castle

Benjamin Richmond

Louisville

Angela Slaton

Frankfort

Beth Smith

Frankfort

Richard H. Smith

Middlesboro

Carolyn Wheeler

Lexington

George Warren, co-chair

Henderson

2005

December

2006

FUNCTIONS

The Statewide Council for Vocational Rehabilitation has a partnership role with OVR. The council is charged with conducting a review and analysis of program effectiveness and consumer satisfaction. It assists the agency with the state plan. Additionally the council, in concert with the Office identifies a pool of persons qualified to be impartial hearing officers.

MEETINGS

Dates, times and locations of quarterly meetings are posted on the web at **ovr.ky.gov**

CONTACT

(502) 564-4440

(800) 372-7172 (Toll free)

(888) 420-9874 (TTY)



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CENTRAL AND DISTRICT OFFICES

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The Office of Vocational Rehabilitation is an agency of the Kentucky Education Cabinet's Department of Workforce Investment.

The Kentucky Office of Vocational Rehabilitation does not discriminate on the basis of race, color, national origin, sex, disability, age, religion or marital status in employment, or provision of services and provides, upon request, reasonable accommodation including auxiliary aids and services necessary to afford individuals with disabilities an equal opportunity to participate in all program activities.

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